

BroadTrack Broadband Router "No Worries" Lease and Warranty

Kingdom Telephone Internet Service
211 S. Main Street, PO Box 97, Auxvasse, MO 65231
800-487-4811 • FAX 573-386-5520
www.kingdomtelco.com

Wireless Router/Modem \$5.00

BILLING INFORMATION

Payment for 1st month program participation must accompany this application.

Name: _____
(First) (Last)

E911 Address: _____
(House Number) (Street/Road Number)

Mailing Address: _____
(House or P.O. Box Number) (Street) (City) (State) (Zip Code)

Telephone Number: (Home) _____ (Work) _____ (CELL Number) _____

CONTACT Email Address: _____ @ _____

Router / Modem Brand & Model Number _____

Router / Modem Serial Number _____

Router / Modem MAC Address _____

Program HIGHLIGHTS

All new BroadTrack service applicants, at the time of service application, may choose to purchase their new Wi-Fi wireless router or they may choose to participate in the \$5.00/month or \$10.00/month Kingdom "No Worries" Router Lease and Warranty.

For \$5.00 per month, the "No Worries" program participant is fully protected should their wireless router ever need onsite service or replacement. (See complete program protection details on the reverse side of this page.)

TERMS & CONDITIONS

I am over age 18 and agree to review the Terms and Conditions as stated on the Kingdom web site (www.kingdomtelco.com). I understand that the Terms and Conditions may change from time to time and that any such change shall be effective immediately upon posting at www.kingdomtelco.com. By continuing to use the Service, I accept any such changes. If at any time the Terms and Conditions are not acceptable to me, I will terminate this Agreement by contacting Kingdom and providing notice of termination in accordance with the Terms and Conditions.

12-Month Commitment to "No Worries" Lease and Warranty

I understand that, from the date of my signature below, I am expressing my desire to participate in the "No Worries" Router Lease and Warranty program. I also understand that I am committing to 12-months/one (1) year of continuous participation in the program. Should I fail to fulfill my 12-month commitment, I agree to immediately return the router to a Kingdom office location and pay \$50.00 for the wireless router/modem. I understand that failure to return the Kingdom router immediately will result in a charge of \$99.00 for the wireless router/modem being applied to my remaining balance due.

Signature

Date

BroadTrack Broadband Router

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What is COVERED under the “No Worries” Program?

- Onsite troubleshooting and router repair or replacement due to normal router wear and tear, act of God and/or malfunction is performed free-of-charge for those who are enrolled in the program prior to the malfunction occurrence.
- Repair or replacement of the line cord between the indoor wall jack and the router is also covered for those enrolled in the program prior to the malfunction occurrence.
- Only a Kingdom pre-approved Wi-Fi router is eligible for program coverage.

What is NOT COVERED under the “No Worries” Program?

- Router malfunction resulting from negligence, abuse or accident on the part of the program participant. In such cases, normal hourly rate and trip charges will apply and become payable by the program participant.
- Improper self-installation of the router including, but not limited to, improper placement of line filters, improper connections to and/or from the router, incorrect configuration of the router and/or connected device (PC, tablet, mobile phone, etc.) and/or any other like actions on the part of the service subscriber that results in the need for an onsite service call. In such cases, the program participant will be charged either the then-current standard installation charge for new service subscription or the then-current hourly labor rate and trip charges, depending upon the nature of the repair service required.
- Repair or replacement of inside premise wiring that is NOT directly connected to the BroadTrack router. (See Kingdom Telephone’s “Service Assurance Program” for coverage of all non-router connected inside wiring.)
- Onsite service visits outside Kingdom’s normal business operating hours of 8 AM – 4:30 PM, Monday thru Friday. Service visits are not performed on recognized holidays or weekends.

NEW BroadTrack Service Applicants:

If the new BroadTrack service subscriber purchases their wireless router:

- They are considered owners of the equipment and are therefore responsible for any and all service charges that may result from onsite service required as a result of router malfunction.
- All service work performed at the subscriber premise as a result of router malfunction will be charged to the service subscriber at the then-current hourly labor and trip charge rates.
- Router purchasers are required to pay the wireless router purchase price, in addition to any other applicable service charges, at the time of service application.

If the new BroadTrack service subscriber decides to participate in the “No Worries” router Lease and Warranty:

- Ownership and responsibility for the wireless router remains with Kingdom.
- Any and all COVERED service performed at the subscriber premise due to router malfunction is performed for the service subscriber at no charge.
- Those who choose to participate in the “No Worries” program are required to commit to 12-months of continuous “No Worries” service.
- The first month’s \$5 Lease and Warranty fee must be paid at the time of service application, in addition to any other applicable service charges, to cover their first month’s participation in the program.

CURRENT BroadTrack Service Subscribers wishing to participate in the Program:

- Current BroadTrack service subscribers may choose at any time to participate in the “No Worries” Router Lease and Warranty program simply by filling out and signing the “No Worries” application form.
- Upon acceptance of their “No Worries” program application, the current subscriber has the option of upgrading their existing “dumb”/non-router modem or their standard non-wireless router with a wireless router at no charge.
- Should a current service subscriber be a non-participant in the “No Worries” program at the time of their need for onsite router troubleshooting, repair or replacement, they would be subject to any and all then-current onsite hourly labor and trip charges. However, by choosing to commit to 12-months of additional BroadTrack service and “No Worries” program participation at the time of onsite service, they would be eligible to receive a replacement router at no additional charge.